

Residential Care Services (RCS)
Operational Principles and Procedures for
Adult Family Homes (AFHs)
LICENSING INSPECTIONS

ENTRANCE ONSITE

I. Purpose

To initiate the inspection, obtain initial data regarding the residents, staff and the physical environment, and inform the provider and/or staff regarding the inspection process.

II. Authority

[RCW 70.128.040](#)

[RCW 70.128.090](#)

[RCW 70.128.070](#)

[RCW 70.128.130](#)

III. Operational Principles

- A. The Licensors will use the entrance conference to meet the staff and/or provider and to introduce self to residents and others.

IV. Procedures

The Licensors will:

- A. Begin observations before entering the home and note any obvious exterior environmental issues.
- B. Contact the Field Manager immediately if there is no provider/staff in the home or if denied access to the home.
- C. If granted entrance:
1. Introduce yourself and provide the person greeting you at the home with a business card.
 2. Show state ID card to provider/staff or resident.
- D. If denied entrance:
1. Attempt to clearly re-state reason for visit
 2. If speaking to a person other than provider, suggest they contact the provider.
- E. After entering the AFH, explain the purpose of the visit. If the staff person who answers the door is not the provider inform them the inspection will not be delayed until the provider arrives.
- F. Exchange information with the staff/provider explaining the inspection process including interviews and observations; documentation needed; special features of the home; residents currently in the home and the common daily routine.
- G. Explain that the first step will be a guided tour of the portions of the home used for resident care and services as well as any other areas accessed by the residents.
- H. Give the provider/staff a written list of documentation you will need and request they make it available following the tour. **FORM B (Records Request)**
- I. Give the **FORM B (Records Request)** to the provider/staff to complete.
- J. Inform the provider/staff of the need for a place to work that does not intrude on or interrupt the daily activities but provides for an opportunity for ongoing observations.

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- K. Inform the provider/staff that they can expect frequent contact during the inspection process to gain and share information.
- L. Proceed with the tour.

INFORMATION AND ASSISTANCE

- A. Arrival at the home:
 - 1. Treat the AFH as a home; knock on main entrance door and/or ring doorbell. Wait for a response.
- B. If no one answers the door:
 - 1. Wait and try again in 15 to 30 minutes; and
 - 2. If still no answer, check licensing information and attempt to call the listed phone number for the AFH. If no answer, check for an alternate phone number for the provider and attempt to contact.
- C. If a resident answers the door:
 - 1. If a resident answers the door, ask to speak with the owner or staff.
 - 2. If a resident indicates no staff or provider is present in the home, but invites the Licensors into the home, the Licensors may enter.
 - 3. If waiting, use the time to observe the residents and the immediate environment.
 - 4. Introduce yourself to any residents / others in the area; explain why you are there.
- D. When not to tour:
 - 1. Do not tour the home without staff or the provider present but try to see if the resident is alone by calling out loudly, announcing your entrance and/or speaking with other residents.
- E. Entrance:
 - 1. The entrance conference establishes the tone of the inspection. It is the first impression the provider/staff will have about the inspection visit.
 - 2. Ask the provider/staff to describe any special features of the home pertaining to resident care and services.
EXAMPLE: Any pets? Are resident rooms on multiple levels of the home? Who else resides in the home?
- F. When to call the Field Manager:
 - 1. If it appears that no staff or provider is present in the home, immediately contact the Field Manager for further instructions.
 - 2. After the second attempt, if it appears no one is present in the home, the Licensors will return to the office or contact the Field Manager to review the situation.



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